

## **Policies & Objectives**

## **Finance & Information Services Administration**

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- Maintain AA+ bond rating.
- Maintain adequate fund balance/working capital reserves for each fund.
- Maintain a high debt payoff ratio (65% or more of principal in 10 years).

## **Five-year Accomplishments**

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- Received bond rating upgrade from AA to AA+.
- Increased general fund balance reserve from 8.4% estimated revenues to 11.3% of estimated revenues.
- Maintained 10 year principle debt payoff below 65%.

## **Significant Budget Issues**

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- 1 Professional Services** - Funds will be used to hire a consultant to review Business Licensing and Fees to maintain compliance with State Law.

# Budget Information

# Finance & Information Services Administration

Department 170	2002 Actual	2003 Actual	2004 Actual	2005 Estimated	2006 Approved
<b>Financing Sources:</b>					
General Taxes & Revenue	\$ 193,402	\$ 256,265	\$ 200,912	\$ 220,162	\$ 256,842
Administrative Charges					
Information Services	30,292	31,249	34,367	31,043	30,672
<b>Total Financing Sources</b>	<b>\$ 223,694</b>	<b>\$ 287,514</b>	<b>\$ 235,279</b>	<b>\$ 251,205</b>	<b>\$ 287,514</b>
<b>Financing Uses:</b>					
411111 Regular Pay	\$ 142,648	\$ 156,096	\$ 154,640	\$ 154,151	\$ 166,224
411113 Vacation Accrual	-	-	-	-	510
411121 Temporary/Seasonal Pay	4,063	6,469	2,392	-	-
411131 Overtime/Gap	-	619	22	500	500
411211 Variable Benefits	28,981	30,726	30,614	30,302	32,118
411213 Fixed Benefits	10,069	8,913	9,361	13,337	10,323
411214 Retiree Health Benefit	-	12,690	4,433	1,612	2,565
41131 Vehicle Allowance	2,626	-	-	-	-
41132 Mileage Reimbursement	-	-	-	200	200
4121 Books, Sub. & Memberships	1,223	854	1,118	1,500	1,500
41231 Travel	2,362	785	1,083	4,500	2,500
41232 Meetings	1,035	625	593	500	500
41234 Education	2,311	3,685	1,892	2,500	2,500
41235 Training	162	131	-	500	500
412400 Office Supplies	2,049	1,753	3,395	3,600	3,600
412440 Computer Supplies	-	-	-	285	285
412490 Miscellaneous Supplies	50	51	-	300	300
412511 Equipment O & M	216	659	-	300	300
412611 Telephone	1,378	1,154	1,093	1,263	1,032
41379 Professional Services	-	-	-	-	40,000
414111 IS Charges	22,487	60,654	24,643	30,085	16,287
4174 Equipment	2,034	1,650	-	5,770	5,770
<b>Total Financing Uses</b>	<b>\$ 223,694</b>	<b>\$ 287,514</b>	<b>\$ 235,279</b>	<b>\$ 251,205</b>	<b>\$ 287,514</b>

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2004	FY 2005	FY 2006
<b>Appointed:</b>					
Director	\$ 2,788.80	\$ 4,183.20	1.00	1.00	1.00
<b>Full-time:</b>					
Executive Secretary	\$ 1,090.40	\$ 1,635.60	1.00	1.00	1.00
<b>Temporary / Seasonal:</b>			0.34	0.00	0.00
Graduate Intern	\$ 9.76	\$ 13.32			
Management Intern	\$ 9.09	\$ 12.39			
<b>Total FTEs</b>			2.34	2.00	2.00

**Accounting**

- Ensure compliance with State Fiscal Procedures Act in order to receive an unqualified opinion from Independent Auditors.
- Earn the Government Finance Officers Association (GFOA) Excellence in Financial Reporting Award.

**Accounts Payable**

- Ensure all payments comply with current City policy.
- Train departments on accounts payable, purchasing, travel, and City credit card policy.

**Payroll**

- Process payroll and associated payroll liabilities in an accurate and timely manner.
- Submit accurate quarterly and annual payroll returns by State and Federal due dates.

**Reception & PBX**

- Answer main City lines within three rings.
- Greet public providing directions and information in a knowledgeable and courteous manner.

**Treasury**

- Train departments on proper cash procedures.
- Ensure compliance with State Money Management Act.

**Utility Billing**

- Implement "check by phone" and "recurring automated payment" alternatives for customers.
- Study the "budget billing" alternative for customers.

**Five-year Accomplishments**

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- Received 17 consecutive Excellence in Financial Reporting Awards from the GFOA.
- Converted utility billing from a bi-monthly to a monthly process. This doubled the number of payments received by the City without increasing the number of cashiers.
- Integrated the accounting for two additional entities (Alta Canyon Sports Center and River Oaks Golf Course) into the City's financial system without additional accounts payable, cashing, or payroll personnel.
- Implemented credit card payment system allowing customer payment by credit card for City services.
- Implemented GASB 34 for fiscal year 2003.
- Improved the meter reading routes after completion of the automated meter conversion.

**Performance Measures & Analysis**

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Governmental Accounting continues to increase in complexity as the public requires more accountability on the use of public funds. The Governmental Accounting Standards Board (GASB) recently issued pronouncement 34. This pronouncement made sweeping changes to the scope and the content of required financial statements prepared by governmental entities. We have implemented GASB 34 in fiscal year 2003 and it had a substantial impact, both on-going and one-time, on our workload. We anticipate ongoing training and change to our current accounting processes in order to continue to comply with the intent of this pronouncement.

The City has been fortunate to obtain money for completion of Capital Projects to provide services to our citizens through federal grants and low interest bonding. The use of federal grants and creative financing tools like special improvement districts and sales tax and revenue bonds also require additional accounting and compliance with federal and state laws. We are sending an accountant each year to training in order to learn the basic requirements associated with the use of these funds.

An increasing percentage of our citizenry is sophisticated in the use of technology. We have many requests to provide more of our services in an electronic environment. We continue to dedicate time and resources to meet these requests where possible.

The measures below allow us to monitor our performance on the policies and objectives stated above and on our use of the budgetary funds allocated to the Financial Services division.

## Performance Measures & Analysis

## Finance Services

Measure (Fiscal Year)	2002	2003	2004	2005*	2006**
<b>Accounting</b>					
Monthly Budget Reports prepared:					
on time	11	10	9	11	11
1-3 days late	1	2	3	1	1
more than 3 days	-	-	-	-	-
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Budget report info allows me to manage my budget	N/A	4.06	N/A	4.46	
Budget report is accurate	N/A	3.91	N/A	4.29	
Budget report is timely	N/A	3.94	N/A	4.31	
Budget information available on line	N/A	3.50	N/A	3.61	
Staff is helpful in providing info	N/A	4.14	N/A	4.53	
Info received is adequate to manage my projects	N/A	3.69	N/A	4.19	
I am trained to extract mgmt info.	N/A	3.38	N/A	3.85	
I am trained to manage fixed asset information	N/A	3.19	N/A	3.79	
Overall satisfaction	N/A	3.86	N/A	4.18	
<b>Accounts Payable</b>					
Invoices processed annually	23,364	24,700	24,589	25,400	25,800
% of invoices paid late	2.50%	2.80%	3.34%	3.25%	3.25%
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Vendors paid promptly	N/A	4.58	N/A	4.73	
Payments are accurate	N/A	4.66	N/A	4.70	
Courteous and helpful staff	N/A	4.71	N/A	4.71	
Overall satisfaction	N/A	4.74	N/A	4.76	
<b>Payroll</b>					
Payroll checks processed annually	17,846	18,744	18,804	18,850	18,900
W-2's issued	937	950	974	984	990
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Check accurately reflects time submitted	N/A	4.83	N/A	4.89	
Courteous and helpful staff	N/A	4.80	N/A	4.84	
Pay stub and annual summary are easy to understand	N/A	4.62	N/A	4.62	
Overall satisfaction	N/A	4.80	N/A	4.80	
<b>Treasury</b>					
Cash receipts processed annually	312,460	331,481	333,875	340,029	345,000
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Adequate internal controls for receiving cash payments	N/A	4.42	N/A	4.54	
I am adequately trained in city policy	N/A	4.30	N/A	4.56	
Courteous and helpful staff	N/A	4.75	N/A	4.73	
Overall satisfaction	N/A	4.67	N/A	4.67	

\* Estimated based on actual data through February 28.

\*\* Targets for performance indicators and projections for workload indicators.

- 1 Deputy Director Position** - The deputy director position was changed to a Financial Manager position and moved to the Budget Services fund.
- 2 Controller Position** - One of the controller positions was converted to a City Treasurer position.
- 3 Credit Card Fees** - Utah House Bill 51 authorized municipalities to defray the cost of accepting electronic payments by charging a fee equal to the processing costs charged by the payment processor.

## Budget Information

Department 1720	2002 Actual	2003 Actual	2004 Actual	2005 Estimated	2006 Approved
<b>Financing Sources:</b>					
General Taxes & Revenue	\$ 479,731	\$ 459,510	\$ 395,298	\$ 330,421	\$ 285,242
Administrative Charges					
Redevelopment Agency	8,398	7,534	6,220	5,018	5,883
Water	268,740	302,403	297,996	378,047	434,820
Storm Water	59,510	61,268	66,301	64,277	60,388
Waste Collection	75,334	84,312	153,424	177,893	140,615
Golf	-	-	2,648	3,439	4,430
Alta Canyon	-	-	9,594	6,787	9,100
Fleet Operations	55,716	57,956	56,648	51,895	58,922
Information Services	10,847	12,154	11,481	17,581	23,098
Financing Services - Payroll	7,400	7,400	-	-	-
<b>Total Financing Sources</b>	<b>\$ 965,676</b>	<b>\$ 992,537</b>	<b>\$ 999,610</b>	<b>\$ 1,035,358</b>	<b>\$ 1,022,498</b>
<b>Financing Uses:</b>					
411111 Regular Pay	\$ 600,271	\$ 605,222	\$ 624,348	\$ 625,777	\$ 605,809 <b>1,2</b>
411113 Vacation Accrual	-	-	-	-	920
411121 Temporary/Seasonal Pay	19,541	22,842	16,871	18,685	19,059
411131 Overtime/Gap	1,873	4,934	1,851	2,500	2,500
411211 Variable Benefits	124,360	131,314	132,305	133,047	131,141 <b>1,2</b>
411213 Fixed Benefits	101,242	102,586	108,401	108,260	96,806 <b>1,2</b>
411214 Retiree Health Benefit	-	2,277	3,970	3,778	4,251
41132 Mileage Reimbursement	263	92	256	1,500	1,500
4121 Books, Sub. & Memberships	1,688	1,849	1,799	2,000	2,000
41231 Travel	2,784	4,704	714	1,450	1,450
41232 Meetings	2	500	255	500	500
41235 Training	2,745	4,320	951	6,000	6,000
412400 Office Supplies	11,025	15,598	5,653	13,000	13,000
412440 Computer Supplies	-	-	-	1,244	1,244
412445 Billing Supplies	-	12,331	12,603	15,000	15,000
412511 Equipment O & M	288	1,051	987	3,000	3,000
412611 Telephone	9,032	8,781	7,670	11,476	9,802
414111 IS Charges	70,405	70,053	75,168	83,141	103,516
4174 Equipment	20,157	4,083	5,808	5,000	5,000
<b>Total Financing Uses</b>	<b>\$ 965,676</b>	<b>\$ 992,537</b>	<b>\$ 999,610</b>	<b>\$ 1,035,358</b>	<b>\$ 1,022,498</b>

## Budget Information

## Finance Services

Staffing Information	Bi-weekly Salary		Full-time Equivalent			
	Minimum	Maximum	FY 2004	FY 2005	FY 2006	
<b>Appointed:</b>						
Deputy Director Admin. Services	\$ 2,528.80	\$ 3,793.20	1.00	1.00	0.00	1
City Treasurer	\$ 2,040.80	\$ 3,061.20	0.00	0.00	1.00	2
Controller	\$ 1,900.80	\$ 2,851.20	1.00	1.00	0.00	2
Controller	\$ 1,900.80	\$ 2,851.20	1.00	1.00	1.00	
<b>Full-time:</b>						
Accountant	\$ 1,310.40	\$ 1,965.60	2.00	2.00	2.00	
Accountant II	\$ 1,574.40	\$ 2,361.60	0.00	0.00	0.00	
Accounting Technician	\$ 1,256.00	\$ 1,884.00	1.00	1.00	1.00	
Utility Billing Lead Supervisor	\$ 1,256.00	\$ 1,884.00	1.00	1.00	1.00	
Accounts Payable Specialist	\$ 1,016.80	\$ 1,525.20	2.00	2.00	2.00	
Utility Billing Account Supervisor	\$ 880.80	\$ 1,321.20	5.00	5.00	5.00	
Cashier	\$ 880.80	\$ 1,321.20	1.00	1.00	1.00	
<b>Part-time:</b>						
Cashier	\$ 11.01	\$ 16.52	1.50	2.25	2.25	
Receptionist	\$ 9.59	\$ 14.39	1.38	0.00	0.00	
<b>Temporary / Seasonal:</b>			1.46	1.00	1.00	
Graduate Intern	\$ 9.76	\$ 13.32				
Undergraduate Intern	\$ 9.09	\$ 12.39				
<b>Total FTEs</b>			19.34	18.25	17.25	

Fee Information	2002 Approved	2003 Approved	2004 Approved	2005 Approved	2006 Approved
<b>Collection Fees</b>					
Accounts Sent to Collection Agency (increase in amount due)	50%	50%	50%	50%	50%
Garbage Accounts					
Delinquent 60 days (% unpaid bills)	25%	25%	25%	25%	25%
Delinquent 120 days (% unpaid bills)	50%	50%	50%	50%	50%
Delinquent 180 days (% unpaid bills)	50%	50%	50%	50%	50%
Returned Checks					
Returned from Bank	\$20	\$20	\$25	\$25	\$25
To Legal Department for Collection	\$35	\$35	\$40	\$40	\$40
Sundry Billings					
To Legal Department for Collection	\$150	\$150	\$175	\$175	\$175
<b>Credit Card Fees</b>					
Visa/Master Card	N/A	N/A	N/A	N/A	1.50%
Discover Card	N/A	N/A	N/A	N/A	1.60%
American Express	N/A	N/A	N/A	N/A	2.25%
(Credit card fees are charged per department policy and per Utah State law.)					
<b>Sale of Maps, Copies &amp; Information</b>					
Audit	\$18	\$20	\$20	\$20	\$25
<b>Franchise Application Fee</b>	\$500	\$500	\$550	\$550	\$550
<b>IRB Review Fee</b>	\$2,600	\$2,600	\$2,825	\$2,825	\$2,825

**BUDGETING**

**Provide timely, relevant financial information to facilitate the City Administration and Council in making planning and policy decisions.**

- Estimate revenues conservatively. Actual general fund revenue should exceed the budget by 1 to 3 percent.
- Provide needed information and advice during the budget process.
- Be fair when considering budget requests given city resources and priorities.

**Communicate the final budget effectively to the public, the media, city employees, the auditors, bonding agencies, and other interested parties.**

- Prepare a budget document that meets the criteria for the GFOA's Distinguished Budget Presentation Award.
- Make the final budget available within 15 working days after the start of the fiscal year in book form, on the city network, on CD, and on the internet.
  - o Develop a comprehensive summary budget that can serve as a "liftable budget" for interested parties.

**Serve as a valuable resource to city departments by providing the financial information and feedback necessary for the lawful and efficient operation of city government.**

- Publish budget documents and reports that are accurate.
- Publish monthly progress reports during the year showing any amendments and accurate comparisons of year to date budget vs. actual figures.

**PURCHASING**

**Procure high quality services and supplies in a timely manner at a competitive price.**

- Process requisitions daily by noon.
- Process purchase orders daily by 2:00 p.m.
- Support the departments by answering questions and providing training.

**Promote an ethical environment in which vendors can fairly compete for city business.**

- Monitor purchases for compliance with city ordinances and policies.
- Notify, when practical, all interested vendors of opportunities to bid.
  - o Create a database of interested vendors and the commodities or services that they provide.
  - o Create a web-based application where vendors can register their interest to do business with the city.

**Five-year Accomplishments**

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**BUDGETING**

- Implemented a new budget book format intended to enhance accountability and the review process.
- Received the Distinguished Budget Presentations Award from the Government Finance Officers Association
- Improved overall scores between the FY 2003 and FY 2005 internal customer satisfaction surveys.

**PURCHASING**

- Created reports that track department compliance and worked to reduce non-compliance.
- Added processes to the financial system for check requests, travel, and credit cards that work similar to the purchase order process and trained department buyers.
- Improved customer satisfaction scores between the FY 2003 and FY 2005 survey particularly in the areas of training and compliance.

**Performance Measures & Analysis**

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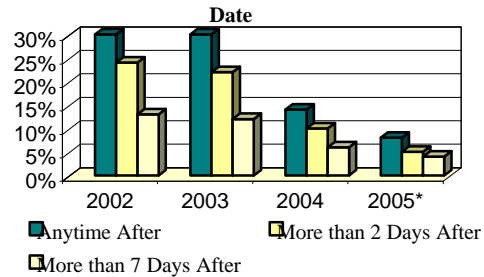
Customer feedback on budget services reflects improved satisfaction. All areas surveyed now rank 4.3 or higher on a scale of one to five with five being very satisfied. For the first time, the FY 2005 budget book was submitted to the GFOA for review and it received the Distinguished Budget Presentation Award. Revenue forecasts are again generally underestimating actual collections with the improving economy. Only the recreation and golf funds had a negative variance in FY 2004. Further adjustments in the FY 2005 forecast should result in further improvements. Preliminary results for FY 2005 indicate an unusually high positive variance for the general fund which is due primarily to a legislative change in the telecommunications franchise tax enacted on July 1, 2004.

## Performance Measures & Analysis (cont.)

## Budget Services

Purchasing compliance continues to improve as illustrated in the chart to the right. During FY 2004, a TQM team implemented some changes to the purchasing process and conducted additional training. Department buyers have responded positively to the initiatives and an increasing number of purchase orders are now issued timely as illustrated in the chart. Furthermore, when surveyed, department buyers indicated that they feel that purchasing is doing a better job of both training them on the purchasing ordinance and keeping them in compliance.

% of Purchase Orders Issued after the Invoice



Measure (Fiscal Year)	2002	2003	2004	2005*	2006**
<b>BUDGET</b>					
Accuracy Rate in Forecasting Revenue (actuals as + or - percent of forecast)					
General Fund	2.6%	-2.4%	1.4%	4.9%	2.0%
Recreation Fund	-19.7%	-23.3%	-8.2%	6.9%	0.0%
Storm Water Operating Fund	40.4%	-3.5%	2.6%	4.8%	1.0%
Water Fund	0.0%	-3.1%	5.4%	3.5%	1.0%
Weekly Waste Collection Fund	1.7%	-0.3%	0.4%	2.4%	1.0%
Golf Fund	N/A	-10.7%	-12.6%	-1.9%	0.0%
Customer Satisfaction Survey (rating scale: 1 = very dissatisfied to 5 = very satisfied)					
Provides needed information and advice during the budget process	N/A	3.82	N/A	4.38	
Fairly considers requests given City resources and priorities	N/A	3.85	N/A	4.30	
The final budget is accurate	N/A	4.29	N/A	4.47	
GFOA Distinguished Budget Presentation Award	N/A	N/A	N/A	Yes	
<b>PURCHASING</b>					
Number of Purchase Orders Issued after the Invoice Date					
Anytime After	30%	30%	14%	8%	5%
More than 2 Days After	24%	22%	10%	5%	3%
More than 7 Days After	13%	12%	6%	4%	2%
Number of Purchase Orders Issued					
Under \$1,000 - issued by the dept.	5,624	5,963	5,938	5,500	5,500
Under \$1,000 - issued by purchasing	914	815	803	750	750
Between \$1,000 and \$2,500	674	673	599	700	650
Over \$2,500	583	678	597	625	625
Number of Change Orders Processed	449	437	411	420	400
Customer Satisfaction Survey (rating scale: 1 = very dissatisfied to 5 = very satisfied)					
Processes purchase orders in a timely manner	N/A	4.36	N/A	4.52	
Helpful when preparing invitations for bids and requests for proposal	N/A	4.49	N/A	4.48	
Keeps me in compliance with the purchasing ordinance	N/A	4.50	N/A	4.67	
Answers questions helpfully and courteously	N/A	4.50	N/A	4.54	
Gives me adequate training on the purchasing ordinance	N/A	4.06	N/A	4.31	

\* Estimated based on actual data through February 28.

\*\* Targets for performance indicators and projections for workload indicators.

## Significant Budget Issues

## Budget Services

- 1 Financial Manager Position** - The Deputy Director position from the Finance Services budget was changed to a Financial Manager position and moved to this budget.

## Budget Information

Department 1730	2002 Actual	2003 Actual	2004 Actual	2005 Estimated	2006 Approved
<b>Financing Sources:</b>					
General Taxes & Revenue	\$ 122,303	\$ 133,478	\$ 137,231	\$ 139,542	\$ 246,712
Administrative Charges					
Redevelopment Agency	5,855	6,599	6,708	5,524	6,238
Water	31,042	30,100	33,212	37,132	45,327
Storm Water	8,139	7,933	9,281	8,241	9,619
Waste Collection	3,272	3,405	4,839	4,874	9,813
Golf	-	-	2,176	3,394	4,275
Alta Canyon	-	-	6,040	4,868	6,149
Fleet Operations	17,194	21,463	23,005	22,773	21,941
Information Services	2,788	3,926	3,208	3,344	3,594
<b>Total Financing Sources</b>	<b>\$ 190,593</b>	<b>\$ 206,904</b>	<b>\$ 225,700</b>	<b>\$ 229,692</b>	<b>\$ 353,668</b>
<b>Financing Uses:</b>					
411111 Regular Pay	\$ 133,540	\$ 144,949	\$ 156,743	\$ 156,850	\$ 246,069 <b>1</b>
411113 Vacation Accrual	-	-	-	-	710
411211 Variable Benefits	28,462	31,007	32,885	33,204	53,225 <b>1</b>
411213 Fixed Benefits	13,934	15,932	21,228	21,589	31,483 <b>1</b>
411214 Retiree Health Benefit	-	1,267	1,892	1,892	2,006
41131 Vehicle Allowance	3,144	3,156	3,168	3,144	3,144
41132 Mileage Reimbursement	-	33	42	50	50
4121 Books, Sub. & Memberships	180	30	390	350	350
41231 Travel	528	1,450	1,378	750	2,750
41235 Training	100	1,029	95	1,450	1,450
412400 Office Supplies	59	709	524	800	800
412435 Printing	1,380	44	-	-	-
412611 Telephone	927	825	737	991	1,117
414111 IS Charges	8,339	6,473	6,618	7,622	9,514
4174 Equipment	-	-	-	1,000	1,000
<b>Total Financing Uses</b>	<b>\$ 190,593</b>	<b>\$ 206,904</b>	<b>\$ 225,700</b>	<b>\$ 229,692</b>	<b>\$ 353,668</b>
<b>Staffing Information</b>	<b>Bi-weekly Salary</b>		<b>Full-time Equivalent</b>		
	<b>Minimum</b>	<b>Maximum</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
<b>Appointed:</b>					
Deputy Director	\$ 2,528.80	\$ 3,793.20	1.00	1.00	1.00
Financial Manager	\$ 1,900.80	\$ 2,851.20	0.00	0.00	1.00 <b>1</b>
<b>Full-time:</b>					
Purchasing Agent	\$ 1,574.40	\$ 2,361.60	1.00	1.00	1.00
<b>Part-time:</b>					
Purchasing Assistant	\$ 11.01	\$ 16.52	0.50	0.50	0.50
<b>Total FTEs</b>			<b>2.50</b>	<b>2.50</b>	<b>3.50</b>

## Policies & Objectives

## Fund 64 - Information Services

- The Information Services Division is an internal service fund and as such charges fees for each computer, telephone or connection to the various data systems. The revenue collected from these fees is intended to cover both the full operating and long-term capital costs of the services provided. The objective is to meet the service needs of the City departments at the lowest possible fee.
- The services and equipment covered by the IS and telephone fees are detailed in a statement of service levels that is reviewed annually with the IS Steering Committee which is made up of department representatives.
- The IS and telephone charges include a capital component that funds a capital plan based on the replacement values and useful lives of all capital equipment within the fund. The fee is adequate to replace all equipment at the assumed useful life while maintaining a positive fund balance through a ten-year time horizon which is also the longest useful life of any piece of equipment. The IS fund balance fluctuates based on the timing of capital purchases. The assumptions used in the capital plan are adjusted annually and reviewed by the IS Steering Committee.

## Five-year Accomplishments

- Completed the City Wide Area Network (WAN) which interconnects City facilities for voice and data communications. The network is diagrammed on the map located on the Finance & Information Services tab.
- Installed wireless connections which make the WAN more efficient by providing more bandwidth and eliminating the monthly rental of land lines.
- Implemented a new financial and accounting system.
- Moved to distributed computing where the City's data systems are now on individual, smaller and less expensive processors instead of one large processor. This move makes the City's systems less vulnerable to technological obsolescence and makes the hardware easier to finance eliminating the need for debt financing.
- Implemented a capital plan that allows for the systematic replacement of the City's information and communication systems without incurring debt financing.
- Implemented new Geographic Information System (GIS) software which allows us to better coordinate the data gathering process with other agencies. We have also added up to date aerial photographs and elevation contours as well as many other data layers that provide City departments better information for making decisions.
- Implemented many new services such as the ability to access email from the internet, wireless access to the network within City Hall, the ability to send faxes from the network, and document imaging.

## Performance Measures & Analysis

City employees continue to use more technology to do their jobs. This increase has resulted in more calls for service. In response to the additional calls, an additional technician was hired in October 2003. As a result, the proportion of help calls that take more than a week to resolve has decreased from a high of over 13% in FY 2002 to less than 6%. The proportion of help calls resolved the same day has stabilized after declining in recent years.

Measure (Fiscal Year)	2002	2003	2004	2005*	2006**
<b>Workload Indicators</b>					
Supported PC's and Printers	307	363	379	363	363
Number of Telephones	340	371	426	444	444
Number of Financial System Connections	517	576	603	575	575
Number of GroupWise Connections	382	399	458	467	467
Number of Court System Connections	21	24	25	25	25
Number of GIS System Connections	49	51	50	62	62
Number of Document Imaging Connections	112	47	47	49	49

\* Estimated based on actual data through February 28.

\*\* Targets for performance indicators and projections for workload indicators.

## Performance Measures & Analysis

## Fund 64 - Information Services

Measure (Fiscal Year)	2002	2003	2004	2005*	2006**
Number of Help Calls Closed	2804	3589	3799	4509	4800
Number of Projects Closed	142	145	184	180	190
<b>Efficiency Indicators</b>					
% of Help Calls Closed the Same Day	60.59%	58.34%	59.31%	71.67%	75.00%
% of Help Calls Open More than 1 Week	12.69%	8.95%	6.06%	5.44%	5.00%

\* Estimated based on actual data through February 28.

\*\* Targets for performance indicators and projections for workload indicators.

The customer survey solicited response in three general categories illustrated below. **"Help Desk Procedures"** has to do with how well the call was handled, if it was assigned to the appropriate technician, if help was available when needed, if the caller's needs were met and if calls were lost. **"Call resolution"** rated the response to calls on the basis of courtesy, effectiveness, helpfulness, promptness and problem solving. **"Overall Performance"** has to do with the overall performance of each system managed by IS. The survey results for Network PCs and Printers include all three categories. The results for other systems include **"Overall Performance"** only.

Network PCs and Printers					
Help Desk Procedures	N/A	3.54	N/A	3.89	N/A
Call Resolution	N/A	3.56	N/A	3.99	N/A
Overall Performance	N/A	3.85	N/A	3.99	N/A
Telephones and Voicemail	N/A	3.84	N/A	4.11	N/A
Financial System	N/A	3.49	N/A	4.27	N/A
Court System	N/A	3.33	N/A	3.22	N/A
Geographic Information System	N/A	4.06	N/A	4.35	N/A
Document Imaging	N/A	3.17	N/A	3.15	N/A

## Significant Budget Issues

- 1 GIS Connection Costs** - Costs are allocated through a study of IS staff workload for the previous fiscal year. The costs for FY 2005 were lower than previous years. They recommended charge for FY 2006 is close to the average of the three FY's prior to Fy 2005.
- 2 Software Licenses** - In order to increase the number of GIS licenses and upgrade the software, the budget includes \$13,828 of ongoing funding and \$28,254 of one-time funding.

# Budget Information

# Fund 64 - Information Services

Department 1724	2002 Actual	2003 Actual	2004 Actual	2005 Estimated	2006 Approved
<b>Financing Sources:</b>					
31491 Sale of Maps & Copies	\$ 1,901	\$ 1,781	\$ 1,200	\$ 2,001	\$ 306
3169 Sundry Revenue	-	61,225	62,114	61,817	62,000
318261 IS Charges	724,877	765,988	868,865	824,530	926,802
318262 Telephone Charges	146,918	145,163	146,517	163,619	133,347
3361 Interest Income	22,560	14,923	6,880	13,500	15,000
3392 Sale of Fixed Assets	-	1,737	4,332	-	-
<b>Total Financing Sources</b>	<b>\$ 896,256</b>	<b>\$ 990,817</b>	<b>\$ 1,089,908</b>	<b>\$ 1,065,467</b>	<b>\$ 1,137,455</b>
<b>Financing Uses:</b>					
411111 Regular Pay	\$ 288,529	\$ 341,093	\$ 357,000	\$ 366,212	\$ 400,910
411131 Overtime/Gap	729	-	-	-	-
411135 On Call Pay	1,184	3,494	3,568	3,650	3,650
411211 Variable Benefits	61,184	73,003	75,365	78,931	88,156
411213 Fixed Benefits	45,958	55,594	63,245	64,688	67,160
41132 Mileage Reimbursement	967	1,497	1,835	1,200	1,200
4121 Books, Sub. & Memberships	449	129	477	650	650
41231 Travel	3,508	4,117	3,233	3,360	3,360
41232 Meetings	213	30	-	-	-
41235 Training	9,856	1,763	2,606	8,000	8,000
412400 Office Supplies	945	825	769	1,000	1,000
412415 Copying	42	-	-	100	100
412420 Postage	386	652	219	-	-
412440 Computer Supplies	35,083	42,073	33,841	6,894	6,894
412511 Equipment O & M	15,400	14,407	14,186	21,476	21,476
412611 Telephone	744	1,164	999	800	800
41312 Data Communications	36,390	27,101	24,934	20,682	20,922
413130 Software Maintenance	76,877	107,804	109,557	112,330	116,235
41314 Data Processing Consulting	16,798	-	-	-	-
41315 Voice Communications	60,934	52,534	38,095	42,672	42,421
41379 Professional Services	2,341	6,604	3,811	8,657	8,657
41401 Administrative Charges	56,293	59,108	62,063	65,166	68,424
4175 Software Licenses	-	-	25,000	-	42,082
4374 Equipment	42,127	503,399	83,206	390,306	196,278
441310 Transfer Out - Debt Service Fun	100,000	100,000	-	-	-
<b>Total Financing Uses</b>	<b>856,937</b>	<b>1,396,391</b>	<b>904,009</b>	<b>1,196,774</b>	<b>1,098,375</b>
<b>Excess (Deficiency) of Financing Sources over Financing Uses</b>	<b>39,319</b>	<b>(405,574)</b>	<b>185,899</b>	<b>(131,307)</b>	<b>39,080</b>
<b>Accrual Adjustment</b>	<b>(17,914)</b>	<b>19,456</b>	<b>(8,885)</b>		
<b>Balance - Beginning</b>	<b>754,989</b>	<b>776,394</b>	<b>390,276</b>	<b>567,290</b>	<b>435,983</b>
<b>Balance - Ending</b>	<b>\$ 776,394</b>	<b>\$ 390,276</b>	<b>\$ 567,290</b>	<b>\$ 435,983</b>	<b>\$ 475,063</b>

# Budget Information

# Fund 64 - Information Services

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2004	FY 2005	FY 2006
<b>Appointed:</b>					
Information Services Director	\$ 2,352.80	\$ 3,529.20	1.00	1.00	1.00
<b>Full-time:</b>					
Programmer / Analyst	\$ 1,770.40	\$ 2,655.60	1.00	1.00	1.00
GIS Administrator	\$ 1,574.40	\$ 2,361.60	1.00	1.00	1.00
Network Administrator	\$ 1,574.40	\$ 2,361.60	1.00	1.00	1.00
IS Technician III	\$ 1,310.40	\$ 1,965.60	1.00	1.00	1.00
IS Technician II	\$ 1,256.00	\$ 1,884.00	1.00	1.00	1.00
IS Technician I	\$ 1,090.40	\$ 1,635.60	1.00	1.00	1.00
GIS Technician I	\$ 1,090.40	\$ 1,635.60	1.00	1.00	1.00
<b>Total FTEs</b>			8.00	8.00	8.00

Fee Information	2002 Approved	2003 Approved	2004 Approved	2005 Approved	2006 Approved
<b>Sale of Maps, Copies &amp; Information</b>					
Custom Staff Work (including information requests, programming, maps and database searches - charged per hour with a 1 hour minimum - printing or copying is charged separately)	\$75	\$75	\$80	\$80	\$80
Black and White Copies (per page + postage)					
8 1/2 x 11	\$0.13	\$0.14	\$0.14	\$0.14	\$0.14
8 1/2 x 14	N/A	N/A	\$0.20	\$0.20	\$0.20
11 x 17	\$0.27	\$0.30	\$0.32	\$0.32	\$0.32
24 x 36	\$5.20	\$5.20	\$5.40	\$5.40	\$5.40
36 x 48	\$8.25	\$8.25	\$8.60	\$8.60	\$8.60
Color Copies and Printing (per page + postage)					
8 1/2 x 11	\$1.60	\$1.60	\$1.66	\$1.66	\$1.66
11 x 17	\$2.10	\$2.10	\$2.18	\$2.18	\$2.18
24 x 36	\$17	\$17	\$18	\$18	\$18
36 x 48	\$22	\$22	\$23	\$23	\$23
Aerial Photography as TIF File (per quarter section + postage)	\$105	\$105	\$100	\$100	\$100
Contours and Elevations as DWG File (per quarter section + postage)	\$75	\$75	\$70	\$70	\$70
GIS Layers in Electronic Format					
<b>IS Charges</b>					
Cost per Harris Module Connection per Yr					
Operating	\$238.69	\$211.09	\$216.25	\$226.11	\$206.77
Capital	\$60.22	\$73.11	\$70.59	\$78.31	\$61.40
Cost per Court System Connection per Yr					
Operating	\$686.26	\$268.75	\$397.08	\$299.06	\$353.69
Capital	\$193.52	\$229.00	\$221.97	\$234.75	\$219.23
Cost per GIS System Connection per Yr					
Operating	\$1,902.29	\$1,245.39	\$1,203.86	\$608.48	\$1,483.57
Capital	\$485.30	\$396.24	\$384.67	\$332.11	\$152.98

**Budget Information (cont.)**
**Fund 64 - Information Services**

<b>Fee Information</b>	<b>2002 Approved</b>	<b>2003 Approved</b>	<b>2004 Approved</b>	<b>2005 Approved</b>	<b>2006 Approved</b>
Cost per GroupWise Connection per Yr					
Operating	\$12.77	\$14.75	\$20.13	\$19.74	\$24.63
Cost per Document Imaging Connection per Yr					
Operating	\$206.72	\$326.24	\$381.19	\$345.88	\$188.57
Capital	\$105.69	\$342.37	\$342.37	\$334.01	\$125.25
Cost per Network Connection per Yr					
Operating	\$1,081.56	\$1,159.02	\$1,123.04	\$1,464.68	\$1,545.34
Capital	\$39.83	\$92.69	\$132.32	\$179.84	\$171.15
<b>Telephone Charges</b>					
Cost per Telephone per Yr					
Operating	\$367.42	\$304.04	\$254.62	\$282.13	\$212.53
Capital	\$64.76	\$80.28	\$75.81	\$74.65	\$67.03

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<b>Capital Budget - Fund 641</b>	<b>2005 Budgeted</b>	<b>2006 Approved</b>	<b>2007 Planned</b>	<b>2008 Planned</b>	<b>2009 Planned</b>
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**64001 - General Equipment** - FY 2005 request includes a scheduled replacement of a PC for the Information Services staff. Also includes \$50,000 equipment contingency for unscheduled adjustments to the capital plan.

\$ 51,788 \$ 52,500 \$ 52,200 \$ 59,800 \$ 50,000

**64003 - Citywide GIS** - Replacement of both the survey grade and mapping grade GPS units was scheduled in FY 2004 but deferred to FY 2006. An update of the aerial photos is also scheduled for FY 2007. The server and main plotter are scheduled for replacement in FY 2008.

\$ - \$ 35,500 \$ 44,500 \$ 25,000 \$ -

**64004 - Document Imaging System** - Scheduled replacement of a scanner and scan station for FY 2005.

\$ 8,403 \$ - \$ - \$ - \$ -

**64005 - IT Projects - Police & Fire** - This money was set aside by the police department through equipment management savings and is held in reserve for their computer equipment replacement.

\$ 46,768 \$ - \$ - \$ - \$ -

**64011 - Informix Software Upgrade** - This money was set aside by the justice court through equipment management savings and is held in reserve to upgrade their database software.

\$ 24,199 \$ - \$ - \$ - \$ -

**64012 - Telephone Switch** - A five year maintenance contract on the telephone switch is scheduled for renewal in FY 2008.

\$ - \$ - \$ - \$ 50,000 \$ -

**64013 - Development Tracking Software** - Software for the community development department that is funded by an increase in business license fees and building permits. The increased revenue is tracked separately in account 3169 (Sundry Revenue). The software will not be purchased until the revenue collected is adequate to fund the purchase and until the City Council gives final approval.

\$ 184,947 \$ 62,000 \$ - \$ - \$ -

**Budget Information (cont.)****Fund 64 - Information Services**

<b>Capital Budget</b>	<b>2005 Budgeted</b>	<b>2006 Approved</b>	<b>2007 Planned</b>	<b>2008 Planned</b>	<b>2009 Planned</b>
<b>64014 - Prosecution/Court Integration</b> - This funds the final phase of a project that integrates the police, court and prosecution databases in a way that maintains separate systems but prevents triple input and results in significant clerical savings.	\$ 19,000	\$ -	\$ -	\$ -	\$ -
<b>64015 - Accounting Software Server</b> - Scheduled replacement for the server that runs the accounting software is FY 2008.	\$ -	\$ -	\$ -	\$ 30,000	\$ -
<b>64017 - Main Network Server</b> - The main network server was replaced in FY 2004 and is scheduled for replacement again in FY 2008.	\$ -	\$ -	\$ -	\$ 13,000	\$ -
<b>64020 - LLEBG Grant Match</b> - This money was set aside by the police department through equipment management savings and is being used as a match for a grant they will use to by computer equipment.	\$ 6,877	\$ 1,278	\$ -	\$ -	\$ -
<b>64021 - CAT Database</b> - This project is to track activities of the Community Action Teams. Funding came from department savings in the Mayor's Office. The teams are coordinated by the Mayor's Office.	\$ 6,456	\$ -	\$ -	\$ -	\$ -
<b>64022 - Court Server</b> - Scheduled replacement for the court system server was FY 2005 but is being deferred until FY 2006.	\$ -	\$ 30,000	\$ -	\$ -	\$ -
<b>64023 - Remote Servers</b> - Scheduled replacement for the Public Works and Public Utilities (1220 E 9400 S) servers in FY 2005. The servers at Parks and Fire are scheduled for replacement in FY 2008.	\$ 13,746	\$ -	\$ -	\$ 11,000	\$ -
<b>64024 - City Hall Website Design</b> - This money was set asid to hire a company to re-design and implement the City's Website.	\$ 28,122	\$ -	\$ -	\$ -	\$ -
<b>64025 - Wireless Network Radios</b> - Replacement for the radios that transmit data across the wireless network is scheduled for both FY 2006 and FY 2007.	\$ -	\$ 15,000	\$ 16,200	\$ -	\$ -
<b>64026 - Data Switches</b> - Replacement for one of the data switches in City Hall is scheduled for FY 2007 and the other switch in FY 2008. The data switches for the outlying buildings are also scheduled for replacement in FY 2008.	\$ -	\$ -	\$ 50,000	\$ 81,500	
<b>Total Capital Budget</b>	<b>\$ 390,306</b>	<b>\$ 196,278</b>	<b>\$ 162,900</b>	<b>\$ 270,300</b>	<b>\$ 50,000</b>

